



## Certificate of Express Mailing

RECEIVED

JUL 11 2002

Technology Center 2600

"Express Mail" Mailing Label Number: **EL769576936US**

Date of Deposit: **07/03/2002**

Ref: Case Docket No.: **P3253**

First Named Inventor: **Alec Miloslavsky**

Serial Number: **08/948,530**

Filing Date: **10/09/1997**

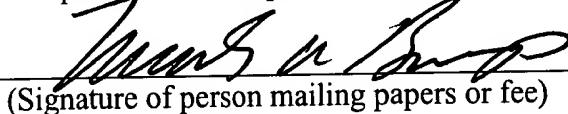
Title of Case: **Apparatus and Methods Enhancing Call Routing To and Within Call-Centers**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

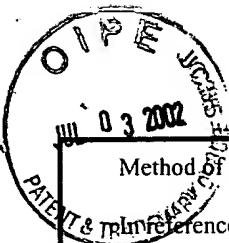
1. Amendment G.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)



(Signature of person mailing papers or fee)



Method of Transmission: EL769576936US

CASE DOCKET NO. P3253

Reference to application of Alec Miloslavsky

Serial No. 08/948,530

For Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

RECEIVED

JUL 11 2002

Technology Center 2600

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

No additional fee is required.  
 Applicant claims Small entity status under 37 CFR 1.27.  
 The fee has been calculated as shown below.

**** CLAIMS AS AMENDED ****							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Claims Remaining After Amendment		Highest No. Paid For Previously	Present Extra	Rate Small Entity	Rate Large Entity	Additional Fee
Total Claims	7	Minus	** 20	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	3	Minus	*** 3	0	\$ 42	\$ 84	\$ 0.00
	<input type="checkbox"/> First presentation of a multiple dependent claim				\$ 0	\$ 0	\$ 0.00
	<input type="checkbox"/> Terminal Disclaimer Fees						\$ 0.00
Extension Fee		<input type="checkbox"/> 1st Month	<input type="checkbox"/> 2nd Month	<input type="checkbox"/> 3rd Month			\$ 0.00
	Total additional for claims, time extensions and disclaimer fees						\$ 0.00

\*\* If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

\*\*\* If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

\*\*\*\* Multiple dependencies, if any, included in the above calculation.

\* If the entry in column 2 is less than the entry in column 4, write "O" in column 5.

A check in the amount of 0.00 is attached.

Charge \$ 0.00 to deposit account 50-0534. (A duplicate of this sheet is enclosed)

Please charge any additional fees or credit overpayment to Deposit Account 50-0534. A duplicate of this sheet is enclosed.

Respectfully Submitted,

  
Donald R. Boys  
Reg. No. 35074

Donald R. Boys  
Central Coast Patent Agency, Inc.  
P.O. Box 187  
Aromas, CA 95004  
(831) 726-1457



IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2665  
Examiner Nguyen, Steven H D

RECEIVED  
JUL 11 2002

Technology Center 2600

Response  
8/8/02  
July

In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Amendment G**

**In the claims:**

All of the claims standing for examination herein are reproduced below.

6. (Twice Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system in the Internet receiving IPNT calls from customers in the Internet, and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the at least one call center;

characterized in that the SCP processor uses activity information, including one or more of call volume, agent status, and agent skills, received

*NK*  
*no changes made*